GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:455
ANSWERED ON:26.04.2016
Standards for Services and System
Singh Shri Uday Pratap

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government proposes to ensure enforcement of minimum standard for services and system under the New Standard Order;
(b) if so, the details and the salient features thereof;
(c) details of the areas/sectors likely to be covered under the said order;
(d) whether the Government had invited comments of the various stakeholders before finalising the said amendments;
(e) if so, the details and the outcome thereof; and
(f) the benefits likely to accrue to the customers under the proposed new order?

Answer

THE MINISTER FOR
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) to (c): The Bureau of Indian Standards Act, 2016, (recently legislated and notified on 22 March, 2016) enables to bring systems and services under the ambit of BIS, apart from goods, articles and processes. There is also a provision in the Act to have multiple conformity assessment schemes for goods, articles, processes, systems and services. Further, the Act empowers the Central Government to notify goods, articles, processes systems and services which shall conform to a standard and direct the use of Standard Mark as compulsory, thereby making mandatory certification in respect of certain goods, articles, processes, systems and services. Specific Areas/ Sectors will be identified as per requirement from time to time.

(d) to (e) : Yes, Madam, Stakeholders including Government Departments/ Ministries, Industry Association, Accreditation Bodies, VCOs and Consumer Activists were consulted before finalizing the BIS Act, 2016. The proposed amendments were hosted on the website of Department of Consumer Affairs and Bureau of Indian Standards for seeking the comments of public and stakeholders.

(f) : The BIS Act, 2016 will enable the Central Government to bring more products, systems and services under the ambit of compulsory Certification if it is necessary or expedient to do so, in the public interest or for the protection of human, animal or plant's health, safety of the environment, or prevention of unfair trade practices, or national security .

Hence, the Act will accrue benefits to the consumers and society at large.
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